

## IN THE CLAIMS

Please amend the claims as follows:

1.- 20. (Canceled)

21. (Currently Amended) A computer-implemented method for a network-based facility, the computer-implemented method comprising:

receiving, using one or more processors, a complaint from a first party, the complaint relating to a network-based transaction between the first party and a second party; communicating, using the one or more processors, information about the complaint to the second party;

allowing the first party and the second party, without additional prompting, to repeatedly authenticate to the network-based facility as said first party or second party to said transaction,

view and enter comments about the complaint relating to the network-based transaction on a messaging board, notification of comments entered by said first or second party is sent to the other party;

allowing the first party to specify if the complaint is resolved; and

allowing the first party to file an insurance claim concerning the complaint relating to the network-based transaction only if the complaint relating to the network-based transaction is not resolved and after a first criterion have been met.

22. (Allowed) The computer-implemented method for a network-based facility as claimed in claim 21, the method further comprising:

allowing the second party to obtain additional contact information about the first party after the first party has filed the complaint about the network-based transaction between a first party and a second party.

23. (Allowed) The computer-implemented method for a network-based facility as claimed in claim 21, the method further comprising:

displaying legal services to the first party if the complaint is not resolved and after a second criterion have been met.

24. (Allowed) The computer-implemented method for a network-based facility as claimed in claim 23 wherein the legal services comprise an attorney general associated with an area located where the second party resides.

25. (Allowed) The computer-implemented method for a network-based facility as claimed in claim 23 wherein the legal services comprise US Postal Inspection service.

26. (Allowed) The computer-implemented method for a network-based facility as claimed in claim 23 wherein the second criteria comprise an amount of time to lapse since the network-based transaction occurred.

27. (Allowed) The computer-implemented method for a network-based facility as claimed in claim 21 wherein the first criteria comprise an amount of time to lapse since the network-based transaction occurred.

28. (Allowed) The computer-implemented method for a network-based facility as claimed in claim 21 wherein the first criteria comprise the complaint about the network-based transaction having been entered within a specified amount of time after the network-based transaction occurred.

29. (Allowed) The computer-implemented method for a network-based facility as claimed in claim 21 wherein the first criteria comprise a minimum feedback amount.

30. (Allowed) The computer-implemented method for a network-based facility as claimed in claim 21 wherein the first criteria comprise a minimum feedback amount.

31. (Allowed) The computer-implemented method for a network-based facility as claimed in claim 21 wherein the first criteria comprise a minimum value of the network-based transaction.

32. (Allowed) The computer-implemented method for a network-based facility as claimed in claim 21 wherein the first criteria comprise a maximum number of insurance claims has not been exceeded.

33. (Currently Amended) A network-based marketplace facility, the network-based marketplace facility comprising:

a network-based marketplace for facilitating a transaction between a first party and a second party, the network-based marketplace including a computer with one or more processors, the computer including:

a complaint module, said complaint module receiving a complaint relating to the network-based transaction and communicating information about the complaint to the second party;

a messaging board module, said messaging board module allowing the first party and the second party, without additional prompting, to repeatedly

authenticate to the network-based facility as said first party or second party to said transaction,

view and enter comments about the complaint relating to the network-based transaction, notification of comments entered by said first or second party is sent to the other party;

a resolution module, said resolution module allowing the first party to specify if the complaint is resolved and allowing the first party to file an insurance claim concerning the complaint only if the complaint is not resolved and after a first criterion have been met.

34. (Allowed) The network-based marketplace facility as claimed in claim 33 wherein said complaint module allows the second party to obtain additional contact information about the first party after the first party has filed the complaint about the network-based transaction.

35. (Allowed) The network-based marketplace facility as claimed in claim 33 wherein said resolution module displaying legal services to the first party if the complaint is not resolved and after a second criterion have been met.

36. (Allowed) The network-based marketplace facility as claimed in claim 33 wherein the first criteria comprise an amount of time to lapse since the network-based transaction occurred.

37. The network-based marketplace facility as claimed in claim 33 wherein the first criteria comprise the complaint about the network-based transaction having been entered within a specified amount of time after the network-based transaction occurred.

38. (Allowed) The network-based marketplace facility as claimed in claim 33 wherein the first criteria comprise a minimum feedback amount.

39. (Allowed) The network-based marketplace facility as claimed in claim 33 wherein the first criteria comprise a minimum value of the network-based transaction.

40. (Allowed) The network-based marketplace facility as claimed in claim 33 wherein the first criteria comprise a maximum number of insurance claims has not been exceeded.

41. (Currently Amended) A non-transitory computer-readable storage medium, said computer-readable medium comprising a set of computer instructions for:
- receiving a complaint from a first party, the complaint relating to a network-based transaction between a first party and a second party;
  - communicating information about the complaint to the second party;
  - allowing the first party and the second party, without additional prompting, to repeatedly authenticate to the network-based facility as said first party or second party to said transaction,
  - view and enter comments about the complaint relating to the network-based transaction on a messaging board, notification of comments entered by said first or second party is sent to the other party;
  - allowing the first party to specify if the complaint is resolved; and
  - allowing the first party to file an insurance claim concerning the complaint relating to the network-based transaction only if the complaint is not resolved and after a first criteria have been met.
42. (Allowed) The computer-readable medium as claimed in claim 41 wherein said computer instructions further implement:
- allowing the second party to obtain contact information about the first party after the first party has filed a complaint about the network-based transaction between a first party and a second party.

43. (Allowed) The computer-readable medium as claimed in claim 41 wherein said computer instructions further implement:

displaying legal services to the first party if the complaint is not resolved and after a second criteria have been met.

44. (Allowed) The computer-readable medium as claimed in claim 41 wherein the first criteria comprise an amount of time to lapse since the network-based transaction occurred.

45. (Allowed) The computer-readable medium as claimed in claim 41 wherein the first criteria comprise the complaint about the network-based transaction having been entered within a specified amount of time after the network-based transaction occurred.